

EXECUTIVE SUMMARY

OFFICE OF THE INDEPENDENT BUDGET ANALYST REPORT

Date Issued: December 2, 2010

IBA Report Number: 10-90

City Council Docket Date: December 7, 2010

Item Number: 335

Preliminary Statement of Work Publishing Services

On December 7, 2010 the City Council will be requested to review and approve the Preliminary Statement of Work (SOW) for the City's Publishing Services, as a first step in procuring these services through a managed competition process (where City employees and outside providers will compete to perform this service.) Publishing Services will be the City's first managed competition process to be followed soon thereafter by a managed competition procurement process for the City's Fleet Services.

Council approval of the Preliminary SOW is an important step in the process as it provides Council the opportunity to review service level requirements prior to issuance of the Request for Proposal (RFP). The Preliminary SOW describes the scope of the services being procured as well as existing workload requirements and selected performance standards. **Service levels cannot change between the Preliminary and Final SOW's.**

Issues and Recommendations for Council Consideration

- As Publishing Services is a relatively small and easily defined function, it is understandable that the Preliminary SOW would be brief and straight forward. However, we would expect that for more complex functions (e.g. Fleet Services, Trash Collection) the Preliminary SOW presented to Council would be more detailed and substantive.
- The IBA reviewed examples of managed competition SOW's from other cities and counties. The following items were common to other SOW's we reviewed but are missing from this Preliminary SOW. Council may want to request their inclusion in future Preliminary SOW's and confirm their inclusion in the Final SOW for Publishing Services:
 - Expectations for how the provider will track requests, complaints, other feedback and how and when this information will be transmitted to the City
 - Expectations for how and when the provider will communicate to the city about service mishaps or delays and related remedies.
- Based on our review of the Preliminary SOW for Publishing Services, and confirmation of the additional information being included in the Final SOW, the IBA recommends City Council approval.